

The National Consumer Protection Technical Assistance Resource Center (CPTARC) is a part of the Center for Elder Rights. Established through a grant from the federal Administration on Aging, the CPTARC enhances the existing capabilities of:

- ◆ The Virginia Insurance Counseling & Assistance Program (VICAP); and
- ◆ Senior Medicare Patrol.

Since Virginia is largely a rural state, almost one-third of the population lives outside of metropolitan, urban and suburban areas. As a result, older persons in rural and geographically isolated communities often face additional challenges in accessing information and needed services. The Consumer Protection Technical Assistance Resource Center is designed to reach out to these individuals, particularly those who are members of minority communities. The CPTARC's goal is to help older persons become better health care consumers through education, information sharing, and one-to-one counseling.

The Center works with the local area agencies on aging to identify rural and geographically isolated communities. Next, local community leaders are recruited and educated about Medicare and Medicaid fraud, as well as other health care fraud, waste, and abuse issues. These volunteers then assist CPTARC personnel by providing culturally-sensitive aging education and services, helping minority elders overcome any additional barriers that might discourage them from reporting potential instances of fraud, waste or abuse.

If you need assistance, or are interested in becoming a volunteer, please contact the Center for Elder Rights.



## **Center for Elder Rights**

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**This service is provided at no cost by the Virginia Department for the Aging.**

**Nationwide Toll-Free Voice/TTY: 1-800-552-3402**